

SUCCESS PROFILE (Position Description)

Position Title	Transitions Coach
Portfolio	Employment, Training and Social Enterprise
Department	Youth Transitions and Engagement
Reports to:	Youth Transitions and Engagement Leader
Award:	
Classification:	
Employment type:	Full Time
Location:	Glenroy, Sunbury & Craigieburn <i>May be required to work at other sites during the course of your employment</i>
No. direct reports	Nil

ABOUT YOUTH PROJECTS

Youth Projects is an independent charity that offers support and employment opportunities to at risk young people looking to re-engage with learning, and provides health care and assistance to members of our community experiencing homelessness and disadvantage. We provide front line support to individuals experiencing disadvantage, unemployment, homelessness, alcohol and other drug issues, and young people looking to reengage with learning and employment. Our connected model of support is rare in the community sector. We have always offered a holistic approach that combines multiple services in one place.

We are a non-judgemental service with a strong focus on respect, client centred care and harm prevention. We work with clients on a personalised, tailored basis to address highly complex issues faced by people experiencing multiple and complex needs.

We are community based and independent of government, or any religion. We work to ensure each member of our community is empowered with the skills, confidence and support to sustain a life of independence and wellbeing.

Our vision:

Life changing opportunities for every young person.

Our mission:

High impact support | Without judgement | Fullstop

Our values:

Social Justice | Inclusion | Empowerment | Integrity | Respect | Courage | Commitment

Our people at Youth Projects are our priority. We commit to you a fantastic employee experience and we ask that you commit to our mission, vision and values. We also ask that you commit to our values of a workplace free from discrimination and promote and embrace diversity.

DUTIES & RESPONSIBILITIES:

As a Transitions Coach, you will tackle youth disadvantage and support young people to address complex barriers to employment, education and/or training. The Transitions Coach will be an enabler who connects the needs of young people aged 15 to 21 with the needs of the local labour market (employers).

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Through direct case management, developing and delivering innovative activity-based groups, building employer relationships and providing ongoing, intensive interventions and support, the main responsibility of the Transitions Coach is to mentor young people into sustainable employment and vocational pathways.

Duties include:

- Developing innovative, individualised programs which improve participant's employability skills
- Providing vocational guidance, including preparing a resume and job applications, tailored to a participant's goals
- Running and facilitating group workshops and one-on-one coaching sessions
- Developing and maintaining relationships with employers, schools, RTO's
- Support young people to understand workplace expectations and coach participants for the first 6 months of employment or education
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RESPONSIBILITY	SUCCESS MEASURES
<p>The YP Strategic Plan and Operational Work Plans guide the development of success profiles. A strong team culture and commitment to collective responsibility is driven through a cascading approach to Key Performance Indicators, which match our 7 strategic objectives.</p>	
<p>Person Centered Services:</p> <ul style="list-style-type: none"> • Engage and commence eligible young people into the service • Provide tailored, intensive support to participants, which leads to sustainable jobs (individual and group based) • Deliver high quality services to participants, employers, RTOs and schools. 	<ul style="list-style-type: none"> • Engagement, Commencement, Placement and Outcome KPIs are met or exceeded • Participant and Employer Satisfaction Surveys • Practices align to the service delivery model and the needs of the local labour market
<p>Maximising Resources:</p> <ul style="list-style-type: none"> • Promotion of the service to the local community (community services, schools, parents and young people) • 1YP programs and services are promoted to active caseload and encouraged. 	<ul style="list-style-type: none"> • Referral and commencement KPIs met or exceeded • Achievement of utilisation rate KPI. • Commenced caseload referral to 1YP programs and services.
<p>Data & Evidence:</p> <ul style="list-style-type: none"> • Deliver employment readiness assessments with participants to assess employability and tailor support aligned to assessment outcomes • Maintain compliant participant records and case notes 	<ul style="list-style-type: none"> • Assessments completed for 100% of commenced caseload every 2 months. • Progression of participants to work readiness • 100% compliance achieved

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<p>People:</p> <ul style="list-style-type: none"> Active participation in ongoing professional development Operate as a unified team member of YP employment, training and social enterprise department 	<ul style="list-style-type: none"> Quarterly Professional Development attended and completed Team participation. Engagement into projects
<p>Strategic Partnerships:</p> <ul style="list-style-type: none"> Actively engage, participate and share knowledge obtained through local youth, community and key stakeholder networks. Maintain existing employer relationships and broker new opportunities for participants 	<ul style="list-style-type: none"> Brokered placements leading to sustainable job outcomes are achieved (existing and new partners) Active participation with key stakeholders (meetings, networking, collaborations and partnerships)
<p>Governance</p> <ul style="list-style-type: none"> Deliver practices in accordance with the service delivery model, requirements under agreements, funding deeds and guidelines Compliance with Deed and Guideline requirements 	<ul style="list-style-type: none"> Compliant internal and external audit results Accreditations maintained Best practice initiatives identified and raised for continuous improvement
<p>One Voice:</p> <ul style="list-style-type: none"> Participate in key initiatives of 1YP 	<ul style="list-style-type: none"> Projects engaged into. Learnings and development.
<p>Other</p> <ul style="list-style-type: none"> As we pride ourselves on a strong team culture and collaborative work environment, other duties and requests may be required. These will be provided your leader and in accordance with workload. We are reasonable people who only expect you to be the best you can be. All people at Youth Projects are expected to comply and adhere to our policies and procedures. A thorough overview of the inner workings of our organisation are provided during orientation and induction. 	

KEY SELECTION CRITERIA (based on experience, qualifications, knowledge and skills):

Experience and qualifications

- Experience in an employment services, training industry, and/or community/youth sector is highly regarded.
- Qualifications in youth work, social work, community development is desirable

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- Highly developed interpersonal skills, inclusive of all people and all abilities
- Passion and dedication for community development and social justice principles
- Self-motivated and the ability to work autonomously
- Excellent time management
- Demonstrated business development and promotional skills to secure new and repeat business
- Strong administration skills with competency in all Microsoft Office applications
- Proactive, self-directed and resourceful
- Possess a passion for service excellence
- Wanting to grow, develop, and build a career with a progressive organisation.

MUST HAVE'S

- Current Australian Drivers License
- Valid passport / working rights
- Police check
- Working with children's check
- Local travel may be required

OUR COMMITMENT TO DIVERSITY

Youth Projects values diversity and we promote a workplace that actively seeks to include, welcome and value unique contributions and encourage applications from candidates with a disability, culturally and linguistically diverse backgrounds and indigenous candidates.

WE ARE A CHILD SAFE ORGANISATION

Youth Projects has a zero tolerance for child abuse and is committed to the provision of a child-safe organisation. All Youth Projects staff must undergo a Police Check and Working with Children Check prior to commencement.

PRIVACY

Youth Projects Ltd collects personal information for the purposed of processing and considering your application for employment we will use the information collected from you only for these purposes and will not disclose personal information unless authorised by you or as permitted or required by law.

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